



User Support Help Request Form

The following example is a help request form for users at an enterprise who are experiencing voice problems. It is important to record certain information from each user each time they encounter a problem. This information helps identify trends in recurring problems that might seem random without the recorded data.

User name:
Type of problem: <input type="checkbox"/> Poor voice quality <input type="checkbox"/> Dropped phone call <input type="checkbox"/> Phone not registering <input type="checkbox"/> PWD not valid <input type="checkbox"/> Other
Describe the problem in more detail. Please be as specific as possible (For example, were you walking, standing still, in a call, placing a call, experiencing one-way audio or choppy voice, etc.):
Location where problem was seen (Please be as specific as possible — list floor, wing, etc.):
Did rebooting the phone help the problem?
Have you seen this problem at other locations?

